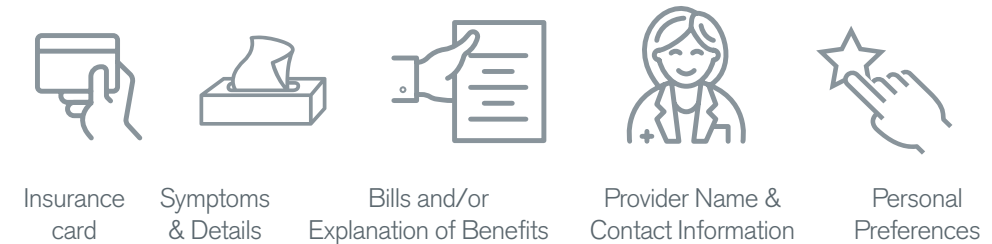


# Be prepared... Before you call

When calling Health Advocate for assistance it is helpful to have a few things on hand to get your answers sooner! Use the chart below to see what you may need.



	Insurance card	Symptoms & Details	Bills and/or Explanation of Benefits	Provider Name & Contact Information	Personal Preferences
Have a question about coverage, eligibility or benefits?	✓	✓		✓	
Have a claims or billing issue?	✓	✓	✓	✓	
Need to ask a nurse about a condition, treatment, test, etc.?	✓	✓	✓	✓	
Need help locating a doctor, dentist, specialist, or urgent care center?	✓	✓			✓

Depending on your issue, your Personal Health Advocate may send you authorization forms to complete and return so that we can work on your behalf!



Email: [answers@HealthAdvocate.com](mailto:answers@HealthAdvocate.com)  
Web:

Download the app today!



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